LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems

Time: 3 hours

Overview:

This section will provide an overview of the Resident Characteristics, HA Delinquency, Key Management Indicators, Late Reexamination Discrepancy, and Ad Hoc reports. It will demonstrate how these reports are useful to Field Offices to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

■ Identify reporting rates
■ Access proforma and Ad Hoc reports
■ Understand how to use MTCS to monitor PHA performance

Materials:
■ Slides
■ Individual report lesson plans
■ Small group exercise answer keys
■ Handout: MTCS report definitions

References:
■ MTCS Web Reports Guide
■ MTCS Reports Monitoring Guide

LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems (Resident Characteristics report)

Time: 1 hour and 30 minutes (Day 1)

Overview:

This section will provide an overview of the Resident Characteristics. It will demonstrate how these reports are useful to Field Offices and TARCs to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

- Understand how to use reports to help PHAs resolve reporting problems
- Identify reporting rates
- Access the report in MTCS

Materials:
- Slides
- Small group exercise answer keys
- Handout: MTCS report definitions

References:
- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide

EXERCISE ANSWER KEY

SITUATION # 1

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Time: 10 minutes

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Issue:

Your Director wants to find out the progress of your FO or TARC BOP goal for MTCS reporting.

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Solutions: To access the Resident Characteristics report:

• Select **All Offices of PIH Programs** from the _Selection Menu screen_

• Select **Field Office** or **State** from the Level of Information

Note: some BOP goals are calculated by state and others by Field Office.

• Select **Resident Characteristics report**

To review the report (note: Field Office BOP is dependant on aggregate of all PHAs reporting rates).

▪ Identify Field Office aggregate reporting rate

▪ Determine if reporting rate is less than or greater than 85 percent

Next step:

▪ Review the Delinquency report

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Resources:

▪ MTCS Web Reports Guide

▪ MTCS Monitoring Guide

LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems (HA Delinquency report)

Time: 1 hour and 30 minutes (Day 1)

Overview:

> This section will provide an overview of the Housing Agency Delinquency report. It will demonstrate how these reports are useful to Field Offices and TARCs to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

- Understand how to use reports to help PHAs resolve reporting problems
- Identify reporting rates
- Access the report in MTCS

Materials:
- Slides
- Small group exercise answer keys
- Handout: MTCS report definitions

References:
- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide

EXERCISE ANSWER KEY

SITUATION # 2

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Time: 15 minutes

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Issue:

A colleague wants an analysis of a PHAs reporting rate in your jurisdiction.

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Solutions:

To access the HA Delinquency report:

• Select any program from the _Selection Menu_ screen
• Select **Field Office** from the Level of Information
• Select the **HA Delinquency report**

To review the report:

• Identify **On Hand Percent** for PHA
• Determine the number of PHAs with greater than 85 percent reporting and PHAs with less than 85 percent reporting rate

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Resources:

■ MTCS Web Reports Guide
■ MTCS Monitoring Guide

LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems (Key Management Indicators report)

Time: 1 hour and 30 minutes (Day 2)

Overview:

This section will provide an overview of the Key Management Indicators. It will demonstrate how these reports are useful to Field Offices/TARCs to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

- Understand how to use reports to help PHAs resolve reporting problems
- Identify key fields
- Access the report in MTCS

Materials:
- Slides
- Small group exercise answer keys

References:
- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide

EXERCISE ANSWER KEY

SITUATION # 3

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Time: 5 minutes

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Issue:

> HUD Headquarters suspects that some PHAs have a high reporting rate, but have reported no reexaminations in the last six months.

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Solutions:

To access the Key Management Indicator report:
- Select the program of your choice from the Selection menu screen
- Select **Housing Agency** from the Level of Information (Select 5 PHAs from the list)
- Select **Key Management Indicators report**

To review the report:
- Identify if any PHAs have a late reexamination
- Identify what percent of the PHA's families have late reexaminations
- Determine the average number of months late

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Resources:
- MTCS Web Reports Guide
- MTCS Monitoring Guide

LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems (Late Reexamination Discrepancy report)

Time: 1 hour and 30 minutes (Day 2)

Overview:

This section will provide an overview of the Late Reexamination Discrepancy report. It will demonstrate how these reports are useful to Field Offices/TARCs to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

- Understand how to use reports to help PHAs resolve reporting problems
- Identify key fields
- Access the report in MTCS

Materials:
- Slides
- Small group exercise answer keys

References:
- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide

EXERCISE ANSWER KEY

SITUATION # 4

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Time: 5 minutes

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Issue:

> You want to check the PHAs identified in the Key Management Indicators report that have late reexaminations.

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Solutions:

To access the Late Reexamination Discrepancy report:

- Select the program of your choice from the Selection Menu screen
- Select **Housing Agency** from the Level of Information
- Select the **Late Reexamination Discrepancy report**

Note: if the report is not available the PHA has no late reexaminations

To review the report:

- Identify the number of families with late reexaminations

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Resources:

- MTCS Web Reports Guide
- MTCS Monitoring Guide

LESSON PLAN

Lesson Title: Use MTCS to solve reporting problems (Key Management Indicators report)

Time: 1 hour and 30 minutes (Day 2)

Overview:

This section will provide an overview of the Ad Hoc report. It will demonstrate how these reports are useful to Field Offices/TARCs to solve PHA reporting problems.

Objectives: After completing this section, participants will be able to:

- Understand how to use reports to help PHAs resolve reporting problems
- Identify key fields
- Access the report in MTCS

Materials:
- Slides
- Small group exercise answer keys

References:
- MTCS Web Reports Guide
- MTCS Reports Monitoring Guide

EXERCISE ANSWER KEY

SITUATION # 5

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Time: 5 minutes

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Issue:

> You received a call from Fair Housing and Equal Opportunity (FHEO) who want to know if your PHAs fulfilled requests for accessibility features for their Public Housing families.

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Solutions: (Note: only do one PHA)

To access the Ad Hoc report:

- Select the programs of your choice from the *Ad Hoc Selection Menu* screen
- Select **Housing Agency** from the Level of Information
- Select appropriate PHA
- Select **All** from the Type of Action Selection
- Click **Go To Field Selection**
- Select **Program**
- Select **Project Number**
- Select **Head of Household Last Name & Sr, Jr, etc.**
- Select **Head of Household First Name**
- Select **Family received requested accessibility features-Partially**
- Select **Family received requested accessibility features-No**
- Select **Family received requested accessibility features-Pending**
- Click **Run Query**

To review the report:

- Determine the number of requests to which PHA needs to respond

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Resources:

- MTCS Web Reports Guide
- MTCS Monitoring Guide